

ORIGINAL

NEW APPLICATION



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CenturyLink®

ARIZONA CORPORATION COMMISSION
DOCKET CONTROL

March 16, 2016

Docket Control
Arizona Corporation Commission
1200 West Washington St.
Phoenix, AZ 85007

T-03555A-16-0097

Dear Sir or Madam:

Please find an original and thirteen copies of the Institutional Telecommunications Tariff, issued on behalf of CenturyLink Public Communications, Inc. d/b/a CenturyLink.

The following revisions are issued pursuant to the 2015 ICS Order, WC Docket 12-375 released November 5, 2015, which imposed fee caps on inmate services and required the elimination of per call surcharges.

Section #	Revision Level - Page ##
Check Sheet	First Revised Page 2
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4	First Revised Page 19

Arizona Corporation Commission

DOCKETED

MAR 17 2016

DOCKETED BY	
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If you have questions or need additional information regarding this filing, you may call me at (318) 340-5938.

Sincerely,

Zarneisha Dixon

Attachments

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INSTITUTIONAL TELECOMMUNICATIONS TARIFF

CENTURYLINK PUBLIC COMMUNICATIONS, INC.
d/b/a CenturyLink

Arizona

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SECTION 4 – RATES AND FEES

4.1 Institutional Calling Rates

The following rates apply to outbound collect calls placed by Inmates using the Company's ITS. The minimum call duration for billing purposes is one (1) minute. Additional usage is measured and rounded to the next higher full minute increment for billing purposes.

4.1.1 Institutional Collect Calling Rates	<u>Maximum Rate</u>	<u>Current Rate</u>	
Local Usage Charge, Per Minute:	\$0.58	\$0.50	(T)
			(D)
IntraLATA Usage Charge, Per Minute:	\$0.58	\$0.30	(D)
			(D)
InterLATA Usage Charge, Per Minute:	\$0.58	\$0.30	(D)
			(D)
4.1.2 Institutional Prepaid Collect Calling Rates			
Local Usage Charge, Per Minute:	\$0.58	\$0.50	(T)
			(D)
IntraLATA Usage Charge, Per Minute:	\$0.58	\$0.30	(D)
			(D)
InterLATA Usage Charge, Per Minute:	\$0.58	\$0.30	(D)
			(D)

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AZ 16-01

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May 6, 2016

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SECTION 4 – RATES AND FEES

4.1 Institutional Calling Rates(Continued)

4.1.3 Institutional Prepaid Collect and Debit Calling Rates	<u>Maximum Rate</u>	<u>Current Rate</u>	(T)
Local Usage Charge, Per Minute:	\$0.58	\$0.50	(T) (D)
IntraLATA Usage Charge, Per Minute:	\$0.58	\$0.30	(D)
InterLATA Usage Charge, Per Minute:	\$0.58	\$0.30	(D)

4.2 Miscellaneous Charges

The Company may assess certain fees in order to offset internal and third-party costs to provide certain services, including voice biometrics and certain billing services. The fees below are stated on an "up to" basis; all calling rates and miscellaneous charges are governed by contracts with facilities served by the Company.

(D)

(D)

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SECTION 4 – RATES AND FEES

4.2 Miscellaneous Charges (Continued)

4.2.1 Bill Statement Fee for Collect Accounts

(T)

In order to partially offset increased expenses associated with billing calls via local exchange carriers, the Company reserves the right to apply a bill statement fee in each billing period in which local or long distance collect calls are billed through a Customer's local exchange carrier or directly billed to the end user. This fee will be charged only once per billing period regardless of the number of calls. The fee will not apply in any billing period in which no collect calls are billed. This fee does not apply to prepaid services.

	<u>Maximum Rate</u>	
Bill Statement Fee, per month where applicable	\$2.00	(R)

4.2.2 Transaction Fees for Prepaid Accounts

(T)

As a convenience, the Company accepts various methods of payment for funding Prepaid Accounts as described in section 3.4. For funding of Prepaid Accounts by Called Parties, processing fees up to the amounts listed below may be charged in order to partially offset costs. These fees are separate from charges assessed by credit card companies to cardholders, or other payment vendors used by the End User.

	<u>Maximum Rate</u>	
Payments on-line using credit or debit card	\$3.00	(R)
Payments by phone (automated operator) using credit or debit card	\$3.00	(N)(R)
Payments by phone (live agent) using credit or debit card	\$5.95	(N)

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SECTION 1 - DEFINITIONS

ADP – Average Daily Population

(N)

Called Party – Inmate friends, family members, attorneys, or other parties receiving calls from Inmates confined at Facilities served by the Company.

Collect Call – A call using the ITS that is paid for by the Called Party through a postpaid billing arrangement, either through placement on a LEC bill or through a direct billing arrangement with the Called Party.

Debit Account – A pre-paid account used by Inmates to pay for secure calls to Called Parties.

Debit Call – A call using the ITS that is paid for by the Inmate through a pre-paid arrangement.

End User – The party responsible for paying for Inmate Communications Services provided by the Company, in compliance with the Company's tariff.

Facility - Refer to prisons, jails, penal facilities or other confinement/detention facilities which contract with the Company for service for use by their Inmate population.

Inmates - The confined population of confinement Facilities.

Inmate Communications Services (ICS) – Secure communications services between Inmates and Called Parties originating from a Facility and terminating within the state of Arizona, provided pursuant to a contractual agreement between the Company and a Facility.

Inmate Telephone System (ITS) – A secure telephone system provided by the Company to a Facility allowing controlled telephone communications between Inmates and Called Parties, pursuant to the rules established by the Facility.

LATA - Local Access and Transport Area. A geographic area established by the US District Court for the District of Columbia in Civil Action No. 17-49, within which a local exchange company provides communications services.

LEC - Local Exchange Company.

Prepaid Account – Debit and Prepaid Collect Accounts, collectively

Prepaid Collect Account – A pre-paid account used by Called Parties to pay for and receive secure calls from Inmates.

Prepaid Collect Call – A call using the ITS that is paid for by the Called Party using a Prepaid Collect Account.

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CHECK SHEET

The pages in this tariff are effective as of the date shown at the bottom of the respective page(s). Original and revised pages as named below contain all changes from the original Tariff pages that are in effect as of the date on the bottom of this page.

<u>PAGE</u>	<u>REVISION</u>	<u>PAGE</u>	<u>REVISION</u>
1	Original		
2	1		(T)
3	Original		
4	Original		
5	1		(T)
6	Original		
7	Original		
8	1		(T)
9	Original		
10	Original		
11	Original		
12	1		(T)
13	Original		
14	Original		
15	1		(T)
16	1		
17	1		
18	1		
19	1		(T)

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SECTION 2 – RULES AND REGULATIONS

2.1 Taxes

For Collect calls billed by the LEC, state and local taxes are listed separately and are not included in quoted rates. For Prepaid Accounts, applicable taxes are not included in quoted rates but are available upon request and, with online purchases, displayed if selected. For Debit Accounts, taxes are not known at the time of purchase since call destinations are not known. Taxes include state sales and use, county, municipal, utility and/or license taxes which vary.

2.2 Payment for Service

2.2.1 *Responsibility.* The End User is responsible for payment of all charges for services furnished to the End User by the Company. All charges due from the End User are payable to the Company or to any agency duly authorized to receive such payments (such as a LEC).

2.2.2 *Disputed Charges.* Charges billed directly by the Company are due upon receipt. Amounts not paid within twenty (20) days of the invoice will be considered past due. For charges billed directly by the Company, notice from the End User of a dispute as to charges must be received by the Company within thirty (30) days after the date due. Otherwise, all charges will be considered correct and binding.

For charges billed through a LEC, notice from the Customer of disputed charges must be received by the Company within sixty (60) days after the date of the bill is issued. Otherwise, all charges will be considered correct and binding on the Customer. Disputed charges are also subject to LEC-established billing policies.

The Company will promptly investigate and advise all billed parties as to its findings concerning disputed charges. Adjustments to Customer's charges shall be made to the extent that circumstances exist which reasonably indicate that such adjustments are appropriate.

Contact information for customer inquiries will be displayed on the Company's website at www.centurylinkcorrections.com. A toll-free inquiry line will also be displayed in End User bills, including LEC bills, direct bills, and credit/debit card statements when paying for Prepaid Collect service using a credit or debit card.

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SECTION 3 – DESCRIPTION OF SERVICE

3.1 General

The Company provides secure Inmate services for communications originating and terminating within the State of Arizona. The Company's services are available twenty-four hours per day, seven days a week. Unless otherwise specified in this tariff, intrastate service is offered in conjunction with interstate service.

End Users are charged individually for each call placed through the Company's network. Charges may vary by service offering, class of call, and/or call duration.

Service may be limited by the administrators of the institutions as to availability, call duration or calling **scope**. The Company's Inmate Communications Services allow Inmates to make calls to terminating locations anywhere within the state. An automated system prompts the caller and the called party through intuitive instructions. (D)

The Called Party must positively accept the call by dialing the designated digit for acceptance. If a call is not accepted within five (5) seconds of the automated voice recording prompt, the automated recording is replayed a second time. If an acceptance digit is not received five (5) seconds after the second recording is completed, the call is terminated by the Company-provided ITS.

Use of the Company's Inmate Communications Services is subject to the rules and regulations of the Commission and the Facility's administrative restrictions.

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SECTION 3 – DESCRIPTION OF SERVICE

3.4 Prepaid Services (Continued)

3.4.1 Option A: Debit Service (Continued)

Available balances in the Debit Card or Debit Account are refundable, either through an interface to the Facility's inmate banking system, which includes an automated balance transfer upon release, or by request of the Inmate (typically after release)

(D)

Network usage for a Debit call is deducted from the available usage balance in full minute increments. For debiting purposes, call timing is rounded up to the nearest one (1) minute increment. Usage charges are computed and rounded up to the nearest penny on a per call basis.

3.4.2 Option B: Prepaid Collect Service

Prepaid Collect service is available for Called Parties who choose to pay for services through a prepaid arrangement. A Prepaid Collect account is set up by the Company for the Called Party. If the payment into the account is provided via the Called Party's credit card, credit verification procedures are carried out under the terms specified in Section 2 of this tariff. The Company does not engage in direct monetary transactions with the Inmate.

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SECTION 3 – DESCRIPTION OF SERVICE

3.4 Prepaid Services (Continued)

3.4.2 Option B: Prepaid Collect Service (Continued)

The Company's ITS automatically informs the account holder of the available usage balance remaining in the Prepaid Collect account prior to acceptance of the call. Network usage is deducted from the balance in the account on a real time basis as the call progresses. The account holder will also receive a reminder message when the account balance has one minute of usage remaining. All calls must be charged against an Account that has sufficient available balance. Calls in progress will be terminated by the Company if the balance on the Account is insufficient to continue the call.

Payments for Prepaid Collect accounts and any available usage balance are refundable upon request, typically after release of the inmate from the Facility.

(D)

Initial or additional deposits to Prepaid Collect accounts may be made through selected retail outlets with which the Company may contract to receive Customer payments, or through Western Union, commercial credit card, debit card or e-checks. There is no minimum funding amount. Network usage for Prepaid Institutional Calls is deducted from the available usage balance in full minute increments. For debiting purposes, call timing is rounded up to the nearest one (1) minute increment. Usage charges are computed and rounded up to the nearest penny on a per call basis.

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